



ARIZONA DEPARTMENT OF PUBLIC SAFETY

DIGEST

Internet Edition

Vol. 39, No. 3

'Courteous Vigilance'

March 2004



Quicksand rescue

DPS Highway Patrol Officer Rusty Smith (left) along with other rescuers try desperately to free a man who became trapped in quicksand located in a shallow creek on the Navajo Indian Reservation in northeastern Arizona. The man stepped into the quicksand Jan. 7 while collecting water samples in the creek for the U.S. Geological Survey.

DPS officers play critical role in quicksand rescue

On a cold, blustery day in early January, two DPS Highway Patrol officers assigned to one of the more isolated areas of northern Arizona became involved in an incredibly bizarre, dangerous rescue involving one of nature's most mysterious substances - quicksand.

The two officers, Andrew Beck and Rusty Smith, ended up playing very important roles in the extraordinary rescue and their heroic efforts likely saved the life of a 29-year-old man.

The incident began Jan. 7 at about 11:30 a.m. when a U.S. Geological Survey employee became trapped up to his chest in quicksand while securing water samples in a shallow creek on the expansive Navajo Nation in northeastern Arizona.

The Flagstaff resident had been walking around in the ankle-to-knee deep creek for several minutes when he took a step and suddenly began sinking into the creek bed.

[CONTINUED ON PAGE 14](#)

Without water or electricity, prison inmates end 15-day standoff

The disruption of running water and electrical power partnered with some persistent negotiations played instrumental roles in bringing the longest prison hostage standoff in U.S. history to a peaceful end.

But before prison inmates Ricky Wassenaar, 40, and Steven Coy, 39, agreed to surrender on the 15th day of the standstill, there were some very tense moments that had many wondering whether the standoff would end nonviolently.

"When it finally came to a conclusion, it was a shining moment for DPS and Arizona law enforcement," said DPS Lt. Col. Norm Beasley, assistant director of the Criminal Investigations Division (CID) at DPS. "Their

surrender came about through a combination of negotiations, psychological pressure and the fact that we sent a very clear message that we had the ability to take the tower if we needed to."

Beasley, incident commander for the law enforcement daytime element, said the operation involved personnel not only from DPS but various other state, county, municipal and federal agencies as well.

The ordeal at the state Department of Corrections prison facility began Sunday, Jan. 18, at about 3 a.m. and didn't come to a close until after 6 p.m. Sunday, Feb. 1. Wassenaar, investigators said, fired shots from the tower at correctional officers who

were responding during the early stages of the crisis.

The two also are accused of beating their hostages, one, a 21-year-old male, who was released seven days into the crisis. The female corrections officer, however, was a captive for the duration of the 15-day ordeal.

The two inmates, both serving extended sentences for violent crimes, initiated their planned escape based on the belief that seizing the guard tower would provide the starting blocks for a successful freedom dash. Investigators said that Wassenaar and Coy also believed that other prisoners would participate in a mass uprising. Neither as-

[CONTINUED ON PAGE 13](#)



From Director
Dennis Garrett's

Vantage Point

Racial profiling. It's an ugly phrase. It's an attitude or practice that doesn't have any place in police work and will not be tolerated at the Arizona Department of Public Safety.

It is unfortunate that the tactic of racial profiling allegations against police officers is gaining momentum among defense attorneys who have latched onto this concept as a method of doing business in their efforts of gaining their clients' freedom, many of whom our officers arrested on offenses pertaining to narcotics.

Such allegations of racial profiling have been brutal and at times demoralizing, especially in northern Arizona where our officers on an almost daily basis make sizeable drug busts in the aftermath of a traffic stop.

We have no knowledge that any of our officers practice racial profiling in conducting their traffic stops, nor do we believe that our officers target any individual simply because of race. In fact, we are quite proud of the way our officers continue to go about their business with continued success despite these lingering allegations that question their professionalism.

We should also remember that as an agency there have been only two civilian complaints leveled at our Depart-

ment in the past few years in regards to racial-profiling, not including those claiming such an injustice while contesting their arrests for possession of narcotics that were uncovered by our officers during a traffic stop. Of these two complaints, one was unfounded and the other was not sustained.

Their defense attorneys aren't arguing the point that their clients had drugs in their possession when stopped. Instead, they claim the only reason their client was stopped was racial.

For more than a year, allegations of racial profiling have been thrust at our officers for simply going about their jobs of making our highways safer through traffic stops, some which result in searches and the finding of narcotics hidden in various creative locations.

It's unfair, but unfortunately, it's the price of doing business, a part of the legal maneuvering that we must and will endure.

I am confident that our officers are doing the right thing. I believe they are sensitive to this issue and have raised their level of awareness about racial profiling. The fact that we don't have additional complaints, other than from those arrested on drug-related charges, is a compliment to our officers, and a positive reflection on the job they are doing.

When it comes to litigation concerning these cases, we will not give away the farm. Hopefully, we will resolve this issue in the near future. But, if we don't get a fair settlement, then we will go to court.

We will work our way through this situation. In the meantime, we urge all DPS officers to keep up the good work. It sincerely is appreciated by the public you serve, your peers and the DPS family.

Retired DPS Officer Roscoe C. Baker, 68, dies in Kingman

Retired DPS Officer Roscoe C. Baker, 68, passed away Jan. 25 at Kingman Regional Medical Center following a lengthy battle against colon cancer.

There were no services in Kingman for Badge No. 125, but a memorial service was planned in Farmington, N.M.

Officer Baker, a native of Summit Point, Utah, moved to Arizona when he was seven years old.

In his youth, Officer Baker and his brothers shined shoes for many service men stationed at the Kingman airport. He later served with the Arizona National Guard.

In 1960, he joined the Arizona Highway Patrol and was stationed in Holbrook for before transferring to Kingman, his hometown.

After retiring from DPS in September 1991, Officer Baker worked for the City of Kingman Street Department.

In the Kingman area, the avid outdoorsman was known for the pit barbecues he coordinated for the area Democratic Party.

Officer Baker is survived by his wife of 50 years, Kathleen; daughters Ann Smith of Peoria and Louise Benner of Kingman; two granddaughters; a grandson; four great grandsons; two great granddaughters; two brothers; a sister; and his mother Vera Baker Gray of

Farmington, N.M.

The family requests donations to the Kingman Cancer Care Hospice.

The Digest is published monthly by the DPS Training and Management Services Bureau for the employees and retirees of the Arizona Department of Public Safety.

Employees are invited to submit story ideas or stories for publication. Stories or story ideas may be submitted to *The Digest* by mail, EMS or Telephone (602-223-2313).

Dennis A. Garrett, Director
Art Coughanour, Publications Editor, acoughanour@dps.state.az.us
Jim Jertson, Publications Support Specialist, jjertson@dps.state.az.us

The Digest can be accessed directly from the DPS World Wide Web home page at <http://www.dps.state.az.us/digest>.

*The Arizona Department of Public Safety
is an Equal Employment Opportunity Agency.*

DPS retiree's hobby results in golden moment for woman

In a different way, DPS has its own "Lord of the Rings" although the retired Highway Patrol officer bears little resemblance to those gracing the screen in the popular hit movie currently being shown in theaters throughout the world.

Although John Kerr may not be enthralled with movies, he has found the world of metal detection to be as satisfying as anything he has done before, especially when it comes to locating those individuals who lost rings.

In fact, Kerr says he has only one regret about the hobby he took up some eight years ago.

"I wish I would have started this about 30 years earlier," the retired patrolman confessed.

If he had, the world would probably be a happier place for those unfortunate enough to lose prized jewelry.

Since embarking on this craft with Russ Webb, who retired in 1983 after serving 22 years as DPS' business manager, Kerr has found hundreds of rings, many of them quite valuable, including a couple of rings precious to two people who suffered the misfortune of losing their cherished keepsakes in recent months.

But in these two cases, Kerr came to save the day, making two distraught souls very happy.

"Last Dec. 8, I was out metal detecting with Russ when I found a silverish-colored ring underneath some dirt at a city park," Kerr said. "On examining it closer, I noticed '14K' was stamped inside the ring's band. It was a white-gold ring with a large yellow 'M' on the front and a significant clear stone below the letter. The 'M' looked like the McDonald's logo. Inside the band, I saw three engraved initials."

Upon finding the ring with his Tesoro (treasure in Spanish) metal detector, Kerr, who retired from DPS in September 1979 after 20 years of service, told Webb that he was confident that he could find the owner of the deeply-tarnished ring.

When he returned home, the Ohio native who was reared in Phoenix, called the McDonald's corporate office in Illinois where a corporate representative told him that he was unaware of such a commemorative piece of jewelry.

After hitting that wall, Kerr then went grass roots calling a McDonald's close to the Glendale park where he found the ring. Ralph Follin, restaurant manager, told Kerr that McDonald's presented such rings to employees for 10 years of continuous service.



A golden moment

It was a happy moment for John Kerr, a retired DPS Highway Patrol officer, and Carol Parrish after he found the woman's stolen ring. Kerr, whose hobby is metal detecting, found the white-gold ring in a Glendale city park. With a little luck and detective work, Kerr located and returned the ring to its rightful owner who works at a fast food restaurant.

Kerr then told him about the find and the initials engraved inside the ring. The manager said the ring undoubtedly belonged to Carol Parrish, one of his employees who just happened to be working that day.

"When I talked to her, she told me that the ring was stolen from her house more than three months ago and that she never expected to see it again," Kerr related. "She was excited to get that ring that had a diamond at least one-fourth carat in size."

After cleaning the ring, Kerr headed for McDonald's and returned the ring to its grateful owner. As a reward, Kerr was treated to a burger, fries and Coke.

In early February, Kerr came to the rescue again when a neighbor of Webb's told the retired DPS twosome at coffee that he had lost his wedding band, possibly in his back yard.

Because of prior commitments, Webb was unable to assist his neighbor but lent Kerr, who didn't have his metal detector with him, his metal detector.

So, deploying a detector he had never used before, badge number 120 began his hunt in the man's back yard.

"I found the ring in the third place I looked. It was covered by a couple of inches of dirt that Russ' friend had spread into the yard to fill a depression," Kerr explained. "It just fell off his finger while he was working in the yard."

That was the last of four rings Kerr has found and returned to its rightful owner in the past two years.

Two years ago while metal detecting on

a beach near La Jolla, Calif., Kerr turned the tears of a distressed young girl into tears of joy when he found a ring she had lost.

"She was crying profusely when she stopped me," Kerr said. "She was crying so badly I couldn't understand what she was saying. Her father then came over and told me that his daughter had lost a ring that was white gold with six nice diamonds. About 20 minutes later, I found it. They were both quite excited and very appreciative, offering a reward which I did not accept."

The first lost ring Kerr recovered and returned occurred about three years ago. The heavy 14 karat wedding band belonged to a city park employee.

"I was metal detecting with Russ when he called me on a two-way radio and informed me about the lost ring," Kerr recalled. "About 20 minutes later, I was fortunate enough to find it much to the amazement of the park worker and his two partners who joked that the man faced certain death once he informed his wife of nine months about the loss."

Kerr claims he finds more than 100 rings a year, most of it "junk."

"Of the rings I have found, I have sold a few and have given some to my wife, daughters and daughters in law," Kerr said. "About 99 percent of the jewelry I find belongs to females. I guess that's because they take children to the park more often than males."

Since retiring from the Department in 1979, Kerr says he has worked a variety of retirement jobs, mostly in security for St. Joseph's Hospital and the state hospital.

CONTINUED ON PAGE 12

Peggy Cuker ends 36-year career as dispatcher with agency

A significant era in the history of law enforcement dispatching at the Arizona Department of Public Safety came to an end Jan. 25.

On that Sunday, Margaret J. (Peggy) Cuker, one of the most respected and tenured police dispatchers to have worked for DPS, officially retired from the agency following 36 years of service.

No other dispatcher has served longer with DPS.

Cuker's retirement social at the Code 7 cafeteria at DPS headquarters in Phoenix became one of the most significant employee departures DPS has experienced in recent years as several hundred employees, retirees and friends dropped by to honor Cuker on her final official day at DPS.

Several DPS employees, like Cuker, have logged more than 35 years of service with the agency, but few helped as many people as Cuker did, especially when she routinely played so many support roles in tense, life-

or-death situations encountered by DPS officers and fellow employees.

As an employee within one of DPS' busiest communications centers, Cuker was directly involved in many of the most significant activities in the agency's history. As a dispatcher, she served as a communications lifeline to several generations of DPS officers.

If DPS had some type of a heartbeat, pulse or audible sign of life during the past 36 years, it was frequently reflected in the sound of Cuker's crisp radio voice. Her distinctive articulations were among the most recognized at DPS for decades and some say it may take some time for many to adjust to their absence.

Emotional last day

Cuker, who spent her entire career at DPS assigned to the Operational Communications Center in Phoenix, completed her last day on Friday, Jan. 23. Her official retirement date,

however, was two days later on her 63rd birthday.

She had been planning to retire from the agency for about three years. When it appeared financially suitable to do so, she decided to finally take the big step and schedule an official retirement date.

When her last day of work arrived, Cuker said she became overwhelmed with emotion knowing that she was going to end what had been a very rewarding career.

As it turned out, all of the emotions Cuker would experience on her last day of work were compounded because it was also the same day of DPS Lt. Mark Brown's funeral. The popular Phoenix-based lieutenant, a good friend of Cuker's, passed away about a week earlier following a lengthy heart-related illness.

After Brown's passing, the deceased lieutenant's family asked Cuker if she would

CONTINUED ON PAGE 5

Car crash, young girl's death distresses DPS veteran officer

This article, written by reporter Patricia Biggs, is reprinted with permission of The Arizona Republic. The article appeared in The Republic on Jan. 21.

The most intense nine minutes of DPS Officer John Allen's career began with a child who wasn't breathing and ended with a man's fiery death.

Allen, 37, a 13-year veteran of the Arizona Department of Public Safety, is no stranger to dramatic scenes, but none affected him like the chain of events that Monday morning (Jan. 19) on U.S. 60 in Tempe.

"I've delivered several babies. I've been to hundreds and hundreds of collisions, a lot of them fatalities. I've done CPR on children before," he said. "I don't think they were as emotionally disturbing as this one."

Allen was heading into Phoenix from his Mesa home to attend a meeting when he stopped to move a broken-down Chevrolet truck out of the westbound fast lane.

Before he could get the Chevy moved, two women in another truck drove up in the carpool lane, screaming. "The lady yelled, 'Emergency! Emergency! My baby stopped breathing,'" Allen recalled.

The girl's adoptive mother, a licensed practical nurse, had been trying to get her to Phoenix Children's Hospital when she saw Allen's DPS car. He radioed for paramedics at 6:51 a.m., then pulled the 7-year-old girl out of the truck, laid her on the tailgate and administered cardiopulmonary resuscitation. "Life had already been pretty hard for

the child," Allen said.

The girl suffered from cerebral palsy, and a tracheotomy tube had been inserted in her throat, Allen said. He knew there was a risk of a secondary collision on the freeway, but he concentrated on trying to save the girl.

"I was doing something that I had to do, and there wasn't anyone else there to help," he said. "It felt like forever. The world started going a lot faster than it used to."

At 7 a.m., as traffic backed up from the broken-down vehicle and the medical emergency, another collision occurred between McClintock Drive and Loop 101.

Paramedics took over CPR efforts on the girl, but the girl was pronounced dead at Banner Desert Medical Center. A member of the vehicular crimes unit, Allen went to investigate the collision.

A Ford crane truck had rear-ended a Chevrolet van in the fast lane, pushing it into a Chevrolet pickup truck and a Dodge Intrepid. A Hyundai and Ford truck in neighboring lanes were caught up in the force of the collision.

The van's gas tank and the crane's front end caught fire. Allen said that as the collision came to rest, the crane driver, John Swisher of Mesa, crawled out his passenger door and ran to the van to try to save the unconscious driver.

"He still had the presence of mind to get out and try to do something for someone else," Allen said.

Swisher, 59, burned his hand trying to get the door open, but the van became engulfed in flames. The van's driver, Nicholas Girouard, 29, of Gilbert, died at the scene.

Allen said he hopes drivers can learn to have patience when driving.

"Understand, there are things more important than getting to work," he said. "Drivers can be going along and in two seconds be erased from the world."

Child survives 5 days following U.S. 60 crash

Her nickname is Angel. But, after surviving several nights in frigid weather conditions by cuddling next to her dead mother, some began calling this little 3-year-old the "miracle child."

The ordeal for Angelica "Angel" Emery-Wade began after the Kia she was riding in went off U.S. 60 and crashed, killing the child's mother.

Angel, who was not secured in a child safety seat, endured by subsisting on crackers while clinging to her mother who died from injuries suffered in the Jan. 21 crash about 35 miles north of Globe.

The wrecked compact, found some 40 feet off the roadway down a 20-foot embankment, went undetected until Jan. 26 when found by a passerby who alerted DPS High-

CONTINUED ON PAGE 7



Laughter among friends

Peggy Cuker shares a light moment during her retirement party at the Code 7. From left are DPS Director Dennis Garrett, Major Deston Coleman, retired Lt. Col. Dick Shafer and retired Lt. Col. Larry Thompson.

Cuker ...

CONTINUED FROM PAGE 4

make the official "last call" for him over the DPS radio system on the day of his funeral.

"When Mark's family asked me if I would make the last call, I was extremely honored and told them I would do it in a heartbeat," Cuker said.

So, at about 12:15 p.m. on Jan. 23, just hours after arriving at the DPS headquarters for her last day of work, Cuker made the last call for Lt. Brown, badge no. 1437, over DPS' radio system. That tribute for the popular DPS lieutenant would be the last time her voice would be officially heard on a DPS radio frequency as a full-time employee.

Maintaining composure

After completing that call, Cuker tried to compose herself so that she could attend a large retirement get-together that had been organized for her at the Code 7. Cuker managed to keep her emotions in check and was present at the get-together throughout its duration.

Several hundred people attended the event, including a number of prominent DPS retirees, many of whom had been retired for more than 15 years. The get-together turned into sort of a nostalgic "who's who" in the history of DPS for the dispatcher whose career touched five decades and began when Lyndon B. Johnson was president and Jack Williams was governor.

"I was incredibly honored and surprised that so many people stopped by to wish me

good luck," Cuker said. "It was a truly amazing, humbling experience I will remember for ever. I received more hugs and shared more stories that day than I can count. I saw a lot of my good friends from many, many years ago."

Many who stopped by wrote touching farewell messages to Cuker before offering their final goodbyes.

A number of the notes left to Cuker were written by current officers who indicated that it was a pleasure to hear her voice on the radio over the years. Other officers left notes indicating they would sincerely miss her because she was a "great friend to have on the other end of the microphone."

On her last day of work, Cuker also received flowers from a Highway Patrol squad and the staff at a local tow truck company that she regularly dealt with as part of her dispatching duties at DPS.

DPS Director Dennis Garret also presented Cuker with her official DPS retirement letter and plaque during the event.

Retirement plans

When Cuker's husband for the past 45 years, Don, retires as a sergeant with the Surprise Police Department within the next few months, the couple will move to Gila, N.M., a laid-back community east of Safford, where a daughter, son-in-law, and only grandchild reside.

When not relaxing and enjoying the good life, Cuker said that she and her husband will help their daughter and son-in-law operate a custom furniture business they run

from their 10-acre property.

"I have already learned how to operate many aspects of my son-in-law's custom furniture business," said Cuker, adding that she now understands how to properly use a chainsaw and backhoe.

In the future, Cuker plans to write a book entitled "The Other Side of the Microphone." The book will feature written perspectives and anecdotes from several police dispatchers who experienced traumatic, inspirational, and touching moments while on the job. The book will also highlight several of Cuker's own experiences as a dispatcher.

"I want to write the book because I believe the dispatcher's side of the story should be told," Cuker said. "Several books have been written by retired police officers about what law enforcement work is really like, but there has never been a book written, to my knowledge, from the other side of the microphone."

Cuker's start

Cuker and her husband moved to Phoenix from Michigan in September 1962 in order to escape that state's harsh winters and severe weather. At the time, Cuker said Phoenix was a "very small city" and that it was hard to go anywhere within the city without seeing someone familiar.

The couple's two daughters were born shortly after their parents' arrival in Phoenix. Following the births, Cuker accepted her first job in the city with a bail bonds company where she met Charlie Murphy, a retired Phoenix Police Department sergeant. Murphy encouraged her to quit and apply for a dispatching position with the local police department in order to receive better pay and benefits.

"Charlie asked me what I was doing working for a bail bonds company," Cuker said. "He told me that it wasn't a good job and that I was much better suited for a job as police dispatcher. He told me I could get hired as a dispatcher because I had good people skills and because I already knew how to operate a radio from my time at the bail bonds company."

Cuker, who was 25 years old at the time, quickly took Murphy's advice and applied to become a dispatcher with the Phoenix Police Department. She was immediately hired by the agency.

Within days on the job, she said she "fell in love" with police dispatching and has thoroughly enjoyed it since.

After about 18 months working for Phoenix PD, Cuker was offered much better pay to become a dispatcher with the state De-

CONTINUED ON PAGE 10

Racial profiling: Most officers exercise professional discretion

Although many view racially-biased policing by law enforcement officers as an arrest or traffic stop based mostly on skin color, it is a substantially more complex issue than most imagine.

This was the thrust of Dr. Lorie Fridell's presentation on a controversial issue that in the past year has subjected the Department to a series of legal actions in Northern Arizona. The litigious attacks on the integrity of DPS traffic stops and subsequent arrests initially surfaced after a Flagstaff attorney began representing about a dozen suspects arrested on narcotics-related charges following traffic stops on either Interstate 40 or Interstate 17 near Flagstaff.

The central theme in the attorney's defense of his clients is based on racial profiling, accusing DPS Highway Patrol officers of stopping far more minorities than whites. In stops involving this attorney's clients, the officers eventually found various amounts of narcotics which led to drug-related charges being filed.

Litigation under way in Coconino and Yavapai counties involving racial profiling issues was among many issues addressed by Fridell during the Jan. 28 seminar attended by most members of the Department's upper-level chain of command. Speaking before nearly 100 DPS officers, mostly lieutenants, the director of research at the Police Executive Research Forum emphasized that there was no room for racial prejudices in this nation's law enforcement efforts.

"The vast majority of law enforcement officers are dedicated men and women committed to serving with fairness and dignity," Fridell said. "They are concerned both with racially-biased policing and the negative perceptions of its practice."

"The issues involved in racial profiling and racially-biased policing are not new — they are the latest manifestation of a long history of sometimes tense, even volatile, police-minority relations."

"Police are more capable than ever of effectively detecting and addressing police-racial bias. In the past few decades, there has been a revolution in the quality and quantity of police training, the standards for hiring officers, the procedures and accountability regarding police activity, and the widespread adoption of community policing."

Fridell said that profiling is frequently defined as law enforcement activities that are initiated solely on the basis of race.

"Central to the debate on terminology and definitions is the word 'solely,'" Fridell said. "In the realm of potentially discriminatory actions, this definition likely references only a very small portion. Even a racially-prejudiced officer likely uses more than the single factor of race when conducting bi-

ased law enforcement."

As an example, she said officers might make biased decisions based on the neighborhood and the race of the person, the age of the car and the race of the person, or the gender and the race of the person.

"Activities based on these sample pairs of factors would fall outside the most commonly-used definition of racial profiling," said the former associate professor of criminology at Florida State University.

Most citizens use the term "racial profiling" to discuss all potential manifestations of racial-bias policing.

"Police participants were likely to define 'racial profiling' quite narrowly as law enforcement activities, particularly vehicle stops, based solely on race," Fridell explained. "Citizens claim racial profiling as widespread. In contrast, police, using a more narrow definition were frequently quite adamant that police activities based solely on race were quite rare. These contrasting, but unspoken, definitions led to police defensiveness and citizen frustration."

"Concerns of law enforcement practitioners and citizens are clearly broader than the use of race as a sole criterion for police decision making."

Fridell told her audience that racially-biased policing occurs when law enforcement inappropriately considers race or ethnicity in deciding with whom and how to intervene in an enforcement capacity.

She said racially-biased policing breaks down into two challenges for law enforcement executives — personnel racially-biased policing conduct and citizen perception of racially-biased policing.

"The executive should address both even if they cannot be fully disentangled," Fridell said. "While racially-biased policing is the misuse of race/ethnicity to make law enforcement decisions, the counterpart is the perception on the part of citizens that race/ethnicity is being used inappropriately in police decision making."

Additionally, she related, police executives need to think about how to deal with "bad apples," how to guide well-meaning officers and how to identify and fix institutional practices that contribute to the problem.

"Bad apples are the small community of racist officers who act on their biases with impunity," Fridell explained. "These officers also are a great challenge to executives. Policy and training most likely will not impact these officers. For the most part, their actions are already contrary to the existing policies of the agency and the training they have received."

"The greatest hopes for impacting behavior of these practitioners are close and

effective supervision, an early-warning system, and accountability through discipline or dismissal. There may be other problem officers who, while not conducting racially-biased policing, treat citizens in such a negative and disrespectful manner as to give rise to the perceptions of it. This calls upon measures in the form of effective supervision, early warning and accountability."

Fridell emphasized that the vast majority of police personnel are well-meaning individuals dedicated to serving all with fairness and dignity.

"Despite their good intentions, however, their behaviors may still manifest racially-biased policing or give rise to the perceptions of it," she said. "It is likely that many of these officers are not cognizant of the extent to which race/ethnicity is used in their decision making or of the behaviors that may give rise to citizen perceptions of bias."

"These officers need policy to provide them with guidance on the circumstances in which race/ethnicity are or are not appropriate factors in the decisions they make. They also need training that conveys that policy and facilitates their analytical understanding of racial-biased policing."

She said these individuals need to be informed about their actions and should be subjected to effective supervision.

She said recruitment along with hiring policies and practices have the potential to reduce racially-biased policing and citizen perceptions that an agency is biased.

"Good police officers complete their duties with fairness, integrity, diligence and impartiality," Fridell emphasized. "They respect basic individual rights and civil liberties. They exercise their professional discretion thoughtfully and judiciously. They know how to communicate effectively and respectfully to people of any race, culture or background. They reject racial and cultural stereotypes, recognizing how unfair, inadequate and even dangerous they are to effective policing."

Fridell said that it was important to remember that few, if any officers are totally free of bias in one form or another.

"Most people stereotype others whom they don't know in some way," she said. "The search for unbiased police officers is not the search for the saintly and pure, but rather a search for well-intentioned individuals who, at a minimum, are willing to consider and challenge their own biases and make a conscious effort not to allow them to affect their decision making as officers."



Steve Enteman becomes Department's newest sergeant

Steve Enteman became the Department's newest sergeant Feb. 3 when he was promoted during ceremonies in the Director's Office conference room.

His first assignment as a sergeant will be with the Security Guard and Private Investigators Licensing Unit.

Also being promoted during the brief morning ceremony were Alicia Perkins and Maria Wright.

Enteman began his DPS career in September 1991 as a cadet officer. Upon graduation from the Arizona Law Enforcement Training Academy in Tucson, the Phoenix native was assigned to District 3, Houck, as a Highway Patrol officer.

In April 1993, he transferred to District 14, Buckeye, and three years later was assigned to the Phoenix metro area. In 1997, he transferred into the Public Affairs and Community Education (PACE) Unit.

After three years with PACE, Enteman

accepted an appointment into training as its Advanced Officer Training coordinator.

During his career, Enteman has received a Director's Letter of Commendation, a Special Recognition Award and a Director's Unit Citation. In 2001, he was the Training Bureau's employee of the year.

Enteman, who is pursuing a bachelor's degree in psychology, was also presented a suggestion award for recommending the use of freeway sign boards for safety messages, a proposal that also earned him recognition from the Uniformed Safety Education Officer's Association.

Perkins, who earned a bachelor of science degree in molecular and cellular biology from the University of Arizona, was promoted from laboratory technician to the position of associate criminalist at the Southern Regional Crime Laboratory in Tucson.

A crime lab employee since 2001, Perkins also is a member of the Clan Lab Call Out

Team. The Yuma native is the daughter of former DPS Polygraph Examiner Bill Bangs.

Wright, a Minneapolis native who was promoted to police communications dispatcher, began her career in 2001 as a criminal records specialist assigned to the Applicant Clearance Card Unit.

Miracle child ...

CONTINUED FROM PAGE 4

way Patrol Sgt. Dave Wander.

"It kind of blew me away," the veteran officer told media covering the crash. "I could see that the mother was dead, but then all of a sudden Angel popped up from underneath a blanket begging for water. It amazes me that she was able to survive that long out there."

Angel was transported to a Phoenix hospital for treatment of frostbite to her fingers and feet and malnutrition. She was expected to make full recovery.

Inside the Department of Public Safety

25 YEARS OF SERVICE

Cronin, Sally M., 2523, Photographic Supervisor

20 YEARS OF SERVICE

Linsday, Dennis J., 3332, Tower Rigger Supervisor

PROMOTIONS

Enteman, Stephen W., 4574, from Officer to Sergeant I

Perkins, Alicia J., 6005, from Laboratory Technician to Associate Criminalist

Wright, Maria L., 5954, from Criminal Records Specialist to Police Communications Dispatcher

NEW EMPLOYEES

Alexander, Lewis W., 6311, Facilities Maintenance Worker

Davis, Bradley L., 6310, Criminalist I

Klopp, David A., 6309, Computer Forensics Analyst

Shaw, Cade T., 6308, Laboratory Technician

RETIRED

Baker, Marcia M., 5509, Criminalist Records Specialist, 5 years

Hechler, David L., 3035, Officer, 22 years

Hughes, Sharrin E., 2953, Criminal Records Specialist, 24 years

Keefe, Robert M., 5446, Accounting Fraud Examiner, 5 years

Knapp, James M., 1393, Rotary Wing Pilot, 30 years

Niecikowski, Edwin J., 3178, Motor Carrier Investigator, 19 years

Weage, Diedre, 3627, Office Coordinator, 18 years

DEPARTURES

Biver, Mark W., Officer, 5546, Officer

McCarter, James S., 6173, Officer

Tittes, Jason A., 5020, Officer

BIRTHS

William Thomas Nowlan – 5 lbs., 9 oz. 18 inches. Born Jan. 15 at Flagstaff Medical Center to Officer Robert Nowlan and wife, Barbara. Robert is a Highway Patrol Officer assigned to District 2, Sanders.

Grace Anne Cernak – 6 lbs. 12 oz. 19 inches. Born Jan. 20 at Arrowhead Medical Center to Officer Casey Cernak and wife, Dawn. Casey is a Highway Patrol officer assigned to Metro Central.

Chad August Philpot – 7 lbs. 1 oz. 19 3/4 inches. Born Jan. 27 at Thunderbird Samaritan Hospital, Glendale, to Sgt. John Philpot and wife, Erika. Grandfather is retired DPS Sgt. John Philpot Sr. John is assigned to HP Metro West.

Allyson, 5 lbs., 9 oz. 18 inches; Brook, 5 lbs. 5 oz., 17 3/4 inches; Catalina, 4 lbs., 7 oz., 17 inches. Born Jan. 26 at Good Samaritan Hospital, Phoenix, to Ted Dick and wife Amy. Ted is a supervisor with Facilities Management Bureau.

Alexis Katelynn Henscheid – 7 lbs., 15 oz., 20 inches. Born Feb. 6 at Flagstaff Medical Center to Officer Ken Henscheid and wife, Carra. Ken

is a Highway Patrol officer assigned to District 2 Flagstaff.

Inez Solis – 7 lbs., 2 oz., 19 1/2 inches. Born Feb. 6 at Carondelet Holy Cross Hospital, Nogales, to Officer Felipe Solis and wife, Roxana. Felipe is a Highway Patrol officer assigned to District 8, Nogales.

OBITUARIES

Lawrence W. Labbe, 64, formerly of Glendale, passed away Feb. 1. He was the father of DPS Motor Officer Patricia Manos, Phoenix.

Frances M. Svob, 82, passed away in Phoenix. She was the mother of retired DPS Officer Carl Svob.

COP SWAP

Elegant 2003 1,200 sq. ft. Cavco home. 2-bedroom, 2-bathroom. Oak cabinets and oak entertainment center. Ceramic tile from Mexico. Appliances and insulation upgraded. Central air and handicap accessible. Large storage shed. Located just south of Sierra Vista on full acre with panoramic views. Todd Parenteau, 623-551-8770.

Face-value Diamondback tickets (probably \$18 to \$22) per ticket. Two seats, row 16, between third base and left field pole. Art, ext. 2313.

65 or older most at risk in car crashes

Drivers older than 65 years old are almost twice as likely to be killed in a car crash than drivers 55-64, according to a study conducted by the AAA Foundation for Traffic Safety.

Despite communication fix, aging equipment remains a concern

While the Northern Communications Center in Flagstaff was virtually silenced because of an equipment failure Dec. 14, prompt repair and restoration of the malfunctioning technical gear posed a stiff challenge for the Department's Microwave Systems Unit (MSU).

Although the crisis was handled within three-and-a-half hours, those within the Telecommunications Bureau at DPS are concerned that another "blackout" could strike without warning, especially since much of DPS' communications equipment is antiquated compared to present-day technology standards.

"The equipment that failed is circa 1997, and is among the latest microwave technology equipment we have in our system," said David Douglass, Communications Systems supervisor in the Microwave Systems Unit at DPS.

"This is a concern because all of our older microwave radio systems are 'out of production' and no longer supported by manufacturers.

"Replacement parts are becoming a serious problem because replacement analog microwave equipment is no longer available. Until this equipment is replaced with a digital microwave system, future system outages such as this one, or longer, can be expected."

In its most recent problem, Douglass explained that the DPS microwave system is constructed using three independent loops in order to provide path diversity.

"Path diversity simply means that there is more than one way to get from point 'A' to point 'B,'" Douglass said. "With diversity, each loop can sustain one separate and catastrophic failure of a microwave path and the overall system will continue to operate, showing no signs of failure to the end users.

"However, should a second event, or failure, occur in the same loop before the first event is repaired, the second failure will produce system outages within that loop."

That's what happened Sunday, Dec. 14, when MSU personnel detected a catastrophic failure of a microwave path in its North loop. The failure of equipment located on Mingus Mountain affected the Mingus Mountain-Mt. Elden microwave path.

From Phoenix, Mingus Mountain is about a two-hour drive. A microwave technician responded and arrived at the site at 3:05 p.m., Douglass said. Six minutes later, a second catastrophic failure in the North loop occurred at Roof Butte, a remote mountain site just west of Shiprock, N.M., in the northeastern outreaches of Arizona.

That second failure crashed the equip-

ment that the Northern Communications Center relies on, equipment which is vital to the dispatching of Highway Patrol officers throughout northern Arizona.

The second failure affected the northeastern fourth of Arizona and caused systems outages at Mt. Elden, Navajo Mountain, Jacob Lake, Virgin River, Schnebly Hill, Antelope Mesa, Flagstaff, the Four Corners area and the Roof Butte communication towers. The outage also isolated the towers from the main control point in Phoenix.

"Consequently, the Flagstaff compound was also isolated, effectively placing the Flagstaff dispatch center out of operation," Douglass said. "The technician working on the problem at Mingus was having trouble making repairs. Had repairs been easier, the system outages would have been limited to minutes, but it quickly became apparent that this wasn't going to happen so additional technicians were called to respond."

Douglass said a second technician in the Phoenix area was sent to the Mingus site.

"Prior to his departure, it was determined that additional parts were necessary for the repair," Douglass explained. "The second technician arrived at Mingus with the required parts at 6:30 p.m. Seven minutes later, the repairs were complete and the North loop was restored to normal operation."

The Roof Butte location provided a different challenge for DPS communication technicians.

"At this time of year, Roof Butte is a 'snow-cat' access site," Douglas said. "Two technicians, one from Flagstaff the other from Holbrook, were sent to the site," Douglass said.

"Travel time was estimated to be in excess of seven hours, but their arrival was delayed because of a law enforcement activity that required an armed escort from Shiprock to the site."

Douglass explained when the two technicians arrived at the Roof Butte site at 11 p.m., repairs at the site were completed within five minutes restoring the North loop to "full operation."

Failure of this nature did not just affect the Highway Patrol Division, Douglass said. Douglas said radio systems also effected were those used by the Arizona Criminal Justice Information System, the state Department of Transportation, the state Game and Fish Department, Emergency Medical Services, Criminal Investigations Division, state Department of Corrections, the Inter-Agency Radio System, the Arizona National Guard and the state Land Department.

"This outage disrupted many communi-

cation systems that are operational 24/7/365," Douglass said. "It called for a rapid response from TCD personnel. Despite some logistical problems, I believe our personnel met this challenge and repaired the affected equipment in a very timely fashion."

Registration under way for FOP's April golf tournament

The Fraternal Order of Police, Lodge No. 32, will host a golf tournament April 24 at the Great Eagle Golf Club in Surprise.

The four-person scramble will begin at 8 a.m. with a shotgun start. Those interested in participating in the tournament are encouraged to put together their own teams.

Cost per player is \$65 which includes golf, range balls, cart, lunch and prizes for the top three teams. Prizes include trophies and certificates to the golf shop. Participants will be eligible for special door prizes and a raffle.

Deadline for entering the one-day, 18-hole tournament is April 10. If interested in participating, contact R.T. Smith at (602) 374-5768 or Lee Stepherson at (602) 439-5680. Checks should be made payable to FOP Lodge No. 32 and can be sent to R.T. Smith, Box 200, Black Canyon City, 85324-0200.

Capps still planning to run beneficial marathon

Holly and Crista Capp, daughters of retired DPS Sgt. Larry Capp, are continuing to train for the half marathon (13.1 miles) they will run this summer as a tribute to their father and to raise funds for the American Stroke Association.

Holly and Crista became motivated to enter the half marathon three months ago after their father suffered two strokes.

Those interested in helping to sponsor their half-marathon effort June 6 in San Diego, may make their tax-deductible donation/check payable to American Stroke Association and interoffice it to Sgt. Crista Capp at AZ POST, or U.S. mail - 2643 E. University Dr., Phoenix 85034.

As a sergeant with Phoenix PD, Crista is assigned to the Arizona Peace Officer Standards and Training Board (AZ POST).

If a credit card is preferred, you may sponsor Crista on the Internet at www.sandiego26.2.kintera.org/phoenix. Once there, enter Crista Capp in the "sponsor participant section."

6 DPS employees participate in first 'Rock 'n Roll' run

Six DPS employees were among some 30,000 runners who participated in P.F. Chang's Rock 'n' Roll Arizona marathon and half-marathon Jan. 11 in Phoenix.

The event, considered the largest inaugural running event in world history, drew five DPS employees to the 26.2-mile marathon and one DPS employee to the 13.1-mile half-marathon.

Among DPS employees who completed the full-marathon were Lt. Larry Burns, Lt. Jack Lane, and recently-retired Lt. Karl Kjellstrom. Other DPS employees completing the full marathon were DPS Officer Andy Swann and DPS Fingerprint Technician Tirzah Napoles.

Participating in the half-marathon was DPS Officer Kristine Johnson.

Wives and family members of several DPS employees also participated in the marathon, including the wives of Agency Support Assistant Director Rod Covey, DPS Comptroller Phil Case and Officer Andy Swann.

In almost perfect weather conditions, the DPS participants and thousands of others got off to a running start at Wesley Bolin Memorial Park in downtown Phoenix, finishing in downtown Tempe near the campus of Arizona State University.

Legions of cheering supporters lined the routes of the marathon to provide encouragement for the runners as did 50 Arizona bands who played music as the runners passed.

The event was the first marathon several of the DPS runners had ever completed. Among those successfully completing their first marathon were Napoles and Swann.

"It was a real challenge but I never once thought about quitting," said Napoles, who has worked at DPS for about five years.

Swann also thought the marathon was very challenging.

"My wife would have finished far ahead of me, but we decided to run side by side," Swann said. "It was a great experience and very emotional at the finish line because it was so much work and we had trained so hard."

All proceeds from the marathon benefit nationwide charities.

DPS officer receives recognition award from appreciative El Mirage city council

The El Mirage City Council presented DPS Officer Rudy Buck with a special recognition award Jan. 22 for helping the city build a successful police Explorer program from the ground up.

A letter accompanying the award said that Buck had also been a great "inspiration" to the advisors of the city's new police Explorer program since the program's inception.

Buck, a 23-year law enforcement veteran, began helping the city of El Mirage build a law enforcement Explorer program for its police department about two years ago.

He was asked to assist in the project because he is considered one of the top advisors for law enforcement Explorers in the state.

Buck honed his skills as an advisor for law enforcement Explorers over the past 10 years while serving as advisor for DPS Explorer Post No. 403, a very active and successful Explorer group.

He has gained tremendous respect while

serving in this position at DPS because he has helped hundreds of young people interested in a career in law enforcement learn more about police work while developing other professional and life skills.

Buck often is used as a source of expertise by other agencies needing Explorer start-up information or advice regarding their own police Explorer programs.

A large number of the Explorers who participated in Buck's explorer program at DPS over the years are now employed as full-time officers at various law enforcement agencies throughout the state, including DPS.

In fact, five of Buck's former DPS Explorers are now employed as officers with the El Mirage Police Department.

Buck is seeking more law enforcement Explorers for his DPS-sponsored program.

If you know someone between 14-21 years old interested in learning more about law enforcement, have them contact Buck at DPS ext. 2717.

DPS at a Glance

Ritchie Boland, supervisor of DPS Security, wants departmental employees to avoid using parking spaces designated for visitors.

"The south parking lot at the State Headquarters Building in Phoenix is for visitors only," Boland said, adding that employees should also honor visitors' parking spaces in the north parking lot.

"A visitor is a non-DPS employee, not a DPS employee who works elsewhere and is visiting the Headquarters Building. DPS employees should not park in areas designated for visitors. Your cooperation is appreciated."

The 2003 DPS annual report is available for viewing and downloading at the Department's Web site:

www.dps.state.az.us

The second annual 5K Walk to End Domestic Violence is scheduled for 7 a.m., Saturday, April 24.

The event is designed to raise awareness of domestic violence, as well as funds to aid local domestic violence shelters and service providers, said Nancy Buck who is coordinating DPS' entry into the second annual event.

The Walk begins and ends at the Arizona State Capitol. Registration forms are available through Buck at ext. 2446.

Some seven hours after an Amber Alert was issued concerning the abduction of a two-year old child in Green Valley, DPS officers in Casa Grande located the victim and kidnapping suspect at a Toltec motel near Interstate 10.

The missing child was located by Officer Steve Powers inside the suspect's car. The child was taken to the Casa Grande Medical Center by Officer Heather McSpadden for treatment of minor injuries.

Investigators said the girl was taken from her babysitter's residence after the male suspect learned that the baby's mother was seeing someone else. After allegedly taking the child, the suspect called the mother and threatened to crash the vehicle if she called police.

On a daily basis, employee birthdays have appeared on the DPS' electronic Bulletin Board. Employees who wish not to have their birthday or anniversary date posted on the Bulletin Board should contact Jackie Hill in Human Resources, Ext. 2072.

Cuker ...

CONTINUED FROM PAGE 5

partment of Liquor Licenses and Control.

She accepted the offer and began working graveyard shifts on Dec. 1, 1967.

Some 18 months later, on July 1, 1969, the Enforcement Division of the Department of Liquor Licenses and Control and its employees became part of the newly-formed Department of Public Safety.

The new agency consolidated all functions and responsibilities of the Arizona Highway Patrol, the Narcotics Division of the Arizona Department of Law, and the Enforcement Division of State Department of Liquor Licenses and Control.

Live traffic reports

Much of Cuker's job during her first few years at DPS was to assist sworn dispatchers by answering telephones, operating teletype machines and performing live freeway traffic reports for Phoenix-area radio stations.

"Although I would rather have been dispatching more frequently, I did really enjoy doing the live traffic reports on the radio," Cuker said.

Cuker did so many live traffic reports on the radio during her early years with DPS that strangers started to recognize her voice when she was heard talking in public places such as grocery stores and restaurants.

"Strangers would approach and ask me if I was the woman who did the traffic reports in the morning," Cuker said. "I got a big thrill out of that."

After some three plus years at DPS doing traffic reports and assisting other dispatchers, the agency determined it was cost effective to allow more civilians to become dispatchers. When the change was made, Cuker moved to dispatching on a full-time basis, establishing herself as one of the best and most respected in the inherently stressful job of dispatching.

Excitement begins

The excitement began promptly for the new DPS dispatcher thanks to the heavy flooding that occurred in Arizona in the winter of 1971.

"There was 13 feet of water under Grant Street in Phoenix that year and I can remember people calling in to report boat sightings on the freeway and complain about people diving off of the overpass," Cuker said. "It was quite an event to handle."

Cuker said it was very stressful to dispatch during the 1974 gasoline shortage because some members of the public were

often very rude, adding that some people would call to make outrageous complaints.

"Many believed DPS was supposed to keep track of every gas station with gas available for purchase," Cuker said. "They also figured that because I was at work that DPS had somehow supplied me with my gas from some type of secret supply. Many callers yelled at me because they thought DPS was hoarding secrets about where gas was available."

Cuker said it was also very stressful dispatching during the floods of 1982, the 1983 copper workers' strike against the Phelps Dodge Corporation in Morenci, and during the largest manhunt in Arizona history for the Tison Gang during the summer of 1978.

"The Tison gang murdered so many people after their escape from prison and the public was calling from every corner of the state with reported sightings," Cuker said. "The phone was ringing off of the hook during the incident and we were sending officers everywhere to find the Tisons. It was overwhelming at times and very sad considering all of the victims."

Emotional pain

Although Cuker was known throughout DPS for maintaining a very positive attitude at work, she did experience her share of difficult moments on the job. In fact, there were several instances when she thought seriously about leaving DPS and going into a less stressful occupation.

Most thoughts about quitting surfaced after DPS officers she knew or worked with were injured or killed in the line of duty. She also considered quitting after a number of people she worked with at DPS had experienced extreme personal tragedies.

"There were many times when I told myself I had seen too many lives fall apart and so many people get killed or die," Cuker said. "There were also many times when I told myself that I needed to get out of the dispatching business before I went crazy."

Cuker said she may have had a hard time coping with some of the tragedies inherent to law enforcement because she, like all dispatchers, had to keep dispatching when such tragedies occurred.

"When dispatchers learn of tragedies while on duty, they can't get up and talk to anybody about it to help ease the initial shock and pain," Cuker said. "Dispatchers have to stay in their chairs and keep dispatching. The pain and anguish of a tragedy, which can be tremendous, becomes buried deep within the dispatcher as he or she continues to work. There's no real outlet for it, there's nobody to cry to. These are very difficult times."

Many rewards

Cuker said any doubts about dispatching were quickly erased, though, whenever she was able to play just a small role in helping an officer, a member of the public, or a fellow dispatcher have a better day.

She had the opportunity to help hundreds of people each day in her line of work and she took full advantage of it.

It would be impossible to count the number of times Cuker's skill, efficiency and concern as a dispatcher calmed and assisted the frightened or the distressed.

It would also be equally impossible to count the number of times she greatly assisted DPS officers by providing professional, timely dispatching services during major traffic collisions, dangerous pursuits, personal tragedies, special details, high-risk traffic stops and arrests.

Cuker had several opportunities to become a full-time supervisor or trainer of dispatchers throughout her career at DPS but never pursued them because such responsibilities would have taken her away from the place she enjoyed being the most-seated at a dispatch console.

"I loved being a regular dispatcher and I never wanted to be promoted to another position," Cuker said. "Dispatching is what made me happy. I was able to come to work with a smile on my face and I felt like I was making a difference each day."

Cuker received several awards during her career at DPS for providing critical, professional dispatching services during several serious incidents involving DPS officers, including an armed robbery with a shooting.

She was also given the Dispatcher of the Year Award at DPS two years ago, shortly after the honor was created at the agency.

Cuker said she very much appreciated the awards she was given during her career, but it was just as rewarding for her to receive a simple "thank you" or "good job" note from someone she had helped, especially if the note came from a member of the public or from a supervisor.

Cuker said one of the most memorable "thank you" notes she received came from DPS Lt. Col. Bill Reutter a few years ago after she had finished "working" a very serious incident involving Highway Patrol officers on a Phoenix-area freeway.

After the incident came to a successful conclusion, Reutter walked into the Operational Communications Center in Phoenix where Cuker was dispatching and placed a small index card on her desk that said, "You done good."

"That small, simple message really meant

CONTINUED ON PAGE 11

The war on drugs

"They were probably on 89 because we have had so much success on 40."

That's what DPS Sgt. Rod Wigman told an area newspaper reporter after Officer Roland Shupe confiscated 10 pounds of methamphetamine and arrested two suspects during a traffic stop about three miles north of Page on U.S. 89.

Wigman spoke in reference to numerous drug seizures DPS has had in recent months on Interstate 40 near Flagstaff.

During the traffic stop Feb. 7, Shupe sought assistance from a Page Police Department canine unit. After the dog reacted to the smell of drugs within the vehicle, the officers found the illegal substance hidden in the engine compartment between the firewall and hood of the 1998 Dodge sedan.

The load being carried by these two minivans stopped by Canine Officer Louis Torres Jan. 24 in Globe certainly wasn't mini.

Torres told the Duty Office that after stopping the two vehicles on S.R. 77 in Globe, he and a Gila County Sheriff's canine deputy initiated a search that resulted in the confiscation of 801 pounds of marijuana and the arrest of two suspects on various narcotics-related charges. The vans were returned to the rental company.

Detectives assigned to the HIDTA Narcotics Task Force served a search warrant on a residence in west Phoenix which resulted in the discovery and seizure of 4,100 pounds of marijuana.

DPS Sgt. Greg Zatcoff said officers also seized \$274,000 in cash during the Jan. 28 operation in the Maryvale area of Phoenix. Participating in the bust were personnel from DPS Central Narcotics, Bureau of Immigration and Custom Enforcement, Phoenix Police and the state Attorney General's Office.

Detectives in Tucson assigned to the Counter Narcotics Alliance (CNA), formerly known as MANTIS, assisted DPS Canine Officer Keith Duckett in the arrest of a man on drug-related charges.

During the Jan. 30 traffic stop on S.R. 83, south of the I-10 junction some 35 miles west of Tucson, Duckett used his canine, Rico, to locate 459 pounds of the contraband which was seized along with the vehicle.

A day earlier, in nearly the same location, Duckett arrested two suspects for narcotics violations after stopping a 1997 Ford Explorer for a traffic violation. According to the Duty

Office that stop ended with Duckett seizing 349 pounds of marijuana and the vehicle.

On Feb. 9, CNA detectives assisted the Pima County Sheriff's Office with the discovery of 10,240 pounds of marijuana while responding to a "burglary in progress" call at a residence west of Tucson.

Even drug smugglers sometimes are in need of a motorist assist. Unfortunately, for this driver, help came in the form of DPS Highway Patrol Officer Neil Williamson.

On Jan. 30, Williamson responded to a motorist assist just west of Casa Grande on I-8. Upon arrival, Williamson noticed indicators of drug trafficking. His subsequent search revealed 331 pounds of marijuana.

Williamson told the Duty Office that he also seized \$223 in cash and, of course, a disabled 1996 Chevrolet.

DPS Highway Patrol Officer Mace Craft arrested one suspect and turned two juveniles over to Child Protection Services following a Jan. 29 traffic stop on I-40 just east of Flagstaff.

Mace informed the Duty Office that after stopping a 2000 Dodge van for a traffic violation, he searched the vehicle and found five pounds of methamphetamine which was seized along with the vehicle.

A loose mud flap proved to be the Achilles heel for this trucker.

DPS Canine Officer Jon Olney reported that he stopped a commercial vehicle for a mud-flap violation while patrolling Interstate 40 near Kingman Jan. 26. After his canine, Duko, alerted during an exterior walk-around, Olney searched the vehicle and came up with 1,100 pounds of marijuana.

While arresting the vehicle's two occupants, Olney also confiscated \$4,000 in cash and the truck.

It wasn't the smell of coffee which captured the attention of DPS Canine Officer John McFarland during a mid-morning traffic stop on I-17 near Cordes Junction.

It was the distinct aroma of marijuana that activated McFarland's sense of smell and led to the discovery of 2,647 pounds of "pot" during the Jan. 15 incident involving a commercial tractor-trailer.

After the trucker and passenger were arrested, a follow-up controlled delivery, with DES assistance, resulted in additional arrests according to the Duty Office.

Cuker ...

CONTINUED FROM PAGE 10

a great deal to me," Cuker said. "Little 'thank you' notes like that were all I really ever needed to keep going in this job."

Life away from DPS

When not dispatching, Cuker's favorite hobbies included singing in the choir at her church, spending time with her family, cross stitching and cooking.

Reflecting on her retirement, Cuker said she will miss the people with whom she has worked with during her DPS career, especially because she truly believes that some of the best people in the world work for the agency.

"I have always loved the people who work at DPS, especially the officers," Cuker said. "Day after day, the officers at DPS put themselves on the line for the people of this state. I am not sure if the people in Arizona realize just how much their DPS officers actually do for them."

Cuker said she always tried to treat officers she dispatched at DPS the way she would want a dispatcher to treat her husband while he was on duty, risking his life. Her husband has spent his entire career in law enforcement and was the chief of police for the Peoria Police Department for 14 years.

"I have always thought of the DPS officers I dispatched for as my own boys and girls," Cuker said. "I tried to keep that in mind and always do the best I could for them. They have a stressful job and they need people like me to be there for them and to get them the information they need."

What's it called when motorists behave like angels?

This article appeared in the December 2003 issue of the Atlantic Monthly. It is reprinted in The Digest with the permission of its author, Barbara Wallraff.

By Barbara Wallraff
Atlantic Monthly

In the July/August issue, we asked for "a word to denote the tendency of traffic to cluster around and behind highway patrol cars on rural interstates because no one dares to pass the trooper vehicle."

Michael Slancik, of Kalamazoo, Mich., responded, "When I look in the rearview mirror of my patrol car and see that traffic cluster, I, like most of us 'on the job,' refer to

CONTINUED ON PAGE 12

John Kerr ...

CONTINUED FROM PAGE 3

"After I got laid off from my good job at St. Joe's, I needed to do something to keep busy," Kerr said. "It was around Christmas time and we already had made plans for my wife, who was born in England, to go there to visit family for the holidays. I stayed home and bought myself a metal detector and a hand-held global positioning system. That's how I got started."

After joining the Arizona Highway Patrol in October 1959, the former U.S. Air Force medic spent the first seven years of his career in Wenden patrolling U.S. 60 before Interstate 10 existed.

He then transferred to the valley and worked highways and freeways in the Phoenix area where he was seriously injured in a 1967 crash near Deer Valley Road.

As a result of complications arising from a broken back suffered in the crash, Kerr eventually left the road and finished the final five years of his DPS career in Operational Communications.

During his last 10 years with DPS, Kerr, who had obtained a commercial pilot's li-



Up close

This is an up-close look at a white-gold ring with an inset diamond John Kerr found and returned to Carol Parrish, a McDonald's employee.

cense, piloted numerous chartered flights in the public sector but never for the agency.

"I also flew a lot just for the fun of it," he said.

Today, his thrills come with a metal detector in his hands and his feet on the ground.

Special Olympics cookout set for April 2

Start fasting now so you can over indulge yourself for a great cause at the second annual DPS fund-raising cookout for Special Olympics April 2.

The Friday outdoor event, a prelude to this year's Arizona Law Enforcement Torch for Special Olympics, will take place from 11 a.m. to 3 p.m. in the parking lot just north of the DPS state headquarters building in Phoenix.

Unlike last year's event, which featured DPS command-level personnel and officers as cooks, this year's cookout will be catered by the Outback Steakhouse. Meal tickets will be \$10 and can be purchased directly at the event.

DPS Sgt. Faith Morgan, the Department's Torch Run coordinator, said that all DPS employees, retirees, and friends of the agency are welcome to attend the cookout along with any family members and friends they might like to bring along.

"We are hoping to raise at least \$10,000 for Special Olympics from this year's cookout alone," said Morgan, adding that such an amount would double what the cookout raised last year.

Besides food from the Outback Steakhouse, the event will feature live music, raffles and displays by several DPS specialty units.

Among those planning to be represented at the event will be a canine unit, the Explosive Ordnance Detail, Air Rescue and DPS motorcycle officers.

Also available for viewing during the cookout will be DPS' armored Peacekeeper vehicle that is used by the agency's Special Operations Unit.

Proceeds raised during the cookout will go directly to Special Olympics and will contribute to DPS' cumulative Torch Run fund-raising efforts for the year.

Morgan said that DPS is hoping to reclaim its position as one of the state's top fund-raising agencies for the Torch Run and believes that a successful cookout could help the agency accomplish this goal.

The Torch Run begins May 3. Morgan said many DPS runners will be needed during the event to help relay symbolic Special Olympic torches over 2,000 miles of Arizona roadway.

DPS employees should contact the Torch Run coordinator in their respective districts for details on how to participate.

Further questions can be directed to Sgt. Morgan at the Highway Patrol's office in Deer Valley (623) 879-7245. She can also be contacted through the DPS EMS system, badge no. 3951.

Angels ...

CONTINUED FROM PAGE 11

it as *V'd up*. Some of us are also goose hunters and use the term for geese flying in V-formation."

Gerard Farrell, of Navasota, Texas, wrote, "I can't speak to the drivers' tendencies, but in this state we refer to the police vehicle itself as a *rolling roadblock*." Alan Fryar, of Lexington, Ken., had it the other way around, though. He wrote, "My cousin, a former Kentucky state policeman, referred to the tendency of traffic to stagnate behind him on I-75 as a *rolling roadblock*."

Jim Reid, of Guelph, Ontario, wrote, "As coincidence would have it, on my way to buy *The Atlantic*, I found myself suddenly braking with a string of other cars as a police cruiser appeared from a dirt side road. It then held us grimly at the speed limit. *Skidlock* describes the immediate response to a police car."

And Mark Penney, of West Lafayette, Ind., says that in the environs of the Indianapolis 500, "for obvious reasons we refer to this as the *pace-car phenomenon*."

I loved the word that Sam P. Allen, of Toledo, Ohio, and Naples, Fla., submitted to describe "the human condition that prevents motorists from passing a police patrol car: *arrestlessness*."

As for the people who hang back behind a patrol car, a few readers designated them *road worriers*. A highly popular submission was *cruiser control*.

Patricia Chu, of Houston, suggested giving new meaning to the term *ticketless travel*. And Jerome Kamer, of Los Angeles, thought of *slowest common speedometer*. Alas, those terms don't do the job requested: describing the tendency.

One that does was submitted by several people, including Kurt Sauer, of Bethesda, Md., who said he learned it from listening to police officers when he worked as a paramedic, and Frank Williams, of Tempe, who learned it from Joe Albo, former director of the Arizona Department of Public Safety.

But Dan Schechter, of Los Alamitos, Calif., explained it best and so takes top honors.

Schechter wrote, "Some California Highway Patrol officers call the phenomenon the *halo effect*. The term has a double meaning: the drivers suddenly behave like angels, and the angels form an annoying halo around the patrol car."



Hostages ...

CONTINUED FROM PAGE 1

sumption proved correct, thus setting the stage for the two-week crisis.

Once inside the tower at the Sam Lewis prison complex, some 55 miles southwest of Phoenix, Wassenaar and Coy subdued two correctional officers which allowed them to access various weapons including an AR-15 assault rifle, a .223 long rifle, a shotgun, a .37mm gas gun, smoke and tear gas grenades and some diversion devices.

"They were amply armed plus they had the 'high ground' advantage," Beasley said.

During the course of the operation, DPS deployed some 230 sworn and civilian personnel at various times. The core element from DPS consisted of about 75 officers from CID, the Highway Patrol Division and the Department's Special Operations Unit.

"The lead agency, of course, was DOC, but there was a law enforcement presence consisting of DPS, the Maricopa County Sheriff's Office, the FBI and the Buckeye Police Department," Beasley explained.

When the initial call for assistance came at about 6 a.m. that Sunday, the Special Operations Unit at DPS responded along with the Department's Civil Emergency Task Force.

"This was the beginning of the longest barricade operation in the Department's history," Beasley said. "This was probably one of the most difficult situations that any law enforcement agency has ever faced – a fortified gun tower with armed inmates holding hostages."

Negotiations with the inmates began almost immediately. DPS Officer Tom Davis served as coordinator for all hostage negotiators involved in trying to coax a surrender out of Wassenaar, serving 28 years for armed robbery, and Coy, serving seven consecutive counts of life in prison for sexual abuse, sexual assault, kidnapping, aggravated assault and armed robbery.

"What ultimately brought this to an end was the hard work and dedication of a multi-agency law enforcement task force," Beasley said. "Tactical officers, negotiators, technical surveillance specialists, detectives – they all were centrally focused on a peaceful resolution."

That resolution began to take shape on Day 14 when the law enforcement command decided on a more aggressive psychological operation, a strategy that included turning off the electrical power to the tower.

"We turned the power and water off and opened the gates around the tower," Beasley revealed. "We knew that this would trap them on either the first or second floor be-

cause the stairwell door they were using to traverse up and down would automatically lock once the power was turned off.

"We knew when they got up in the morning, when they went to the bathroom. We basically knew everything about them, so we designed our psychological operations to put pressure on their perceived needs.

"We believed taking away their access to electricity and water would accomplish two things. First, it would enhance the negotiation strategy and secondly, it would enhance our tactical resolution options. Quite frankly, it worked very well."

Beasley said they were optimistic that the "denial of space and the necessities that they had come to enjoy like use of a bathroom, running water and electricity" would speed up negotiations.

"On day 15, when they got up in the morning and could not access the first floor, the negotiations took a dramatic turn," the DPS assistant director remarked. "Through negotiations, we made some minor concessions but told them the only way the power was going to resume would be if they surrendered. We told them that surrender had to be today, not tomorrow, not two days from now, not a week from now. That evening they came out with their female hostage."

Throughout the situation, Beasley said listening devices, "bugs," were covertly sent in with various items requested by the inmates.

"We had some success early on with the devices, but they had short battery lifespans plus the inmates found them all. That was fine with us because that's all part of the psychological game."

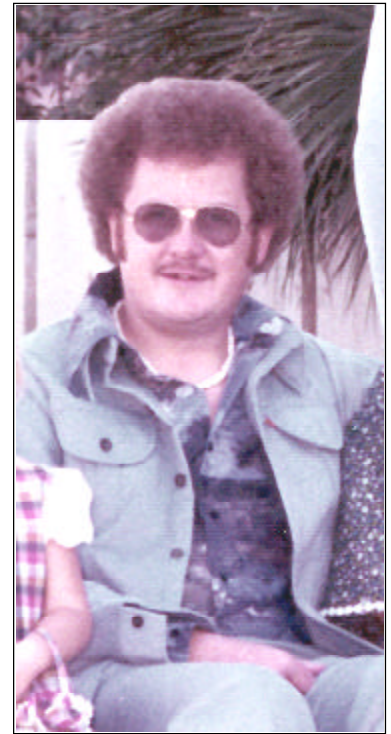
Beasley said they were also unsuccessful in locating a remote standoff listening device that could penetrate the tower.

"We called NASA, the FBI and Homeland Security, but evidently there are no such devices available in this country," Beasley said.

The DPS assistant director said a number of criminal charges have been filed by the Maricopa County Attorney's Office against the two. Among the charges are attempted escape, kidnapping, sexual assault, dangerous or deadly assault and attempted murder.

He also noted that the governor's office and the state legislature will have committees looking into all aspects of the incident.

"We will not participate in either investigation because we are a part of the incident and it would be inappropriate for us to have someone sitting on either of these investigative committees," Beasley said. "But, we obviously will be a key player in these briefings."



Who Is He?

This man, who was styling in the 1970s with his Afro hair and leisure suit, is now employed at DPS. Who is he? Guess correctly and win a polo shirt courtesy of the Associated Highway Patrolmen of Arizona.

Interdepartmental e-mail entries should be addressed to Art Coughanour, badge no. 3131.

Please, please remember to include your badge number with your entry.

Internet entries should be sent to acoughanour@dps.state.az.us.

Interdepartmental mail should go to: The Digest, mail drop 1200.

Snail mail: The Digest, Arizona DPS, P.O. Box 6638, Phoenix, AZ 85005.

Candy Zangle, an administrative assistant assigned to Student Transportation, is the winner of the January contest. Candy was one of 39 employees to correctly identify the smiling girl as Sally Loveland, an administrative supervisor assigned to the Training and Management Services Bureau. For her winning entry, Candy will receive a polo shirt courtesy of the AHPA.

Quicksand ...

CONTINUED FROM PAGE 1

As he tried to stop himself from sinking, his movement only made the situation worse and he sank deeper and deeper. Within moments, the man was buried up to his chest in what investigators later learned was, in fact, quicksand located beneath creek water.

With two thirds of his body buried in wet sand and part of his upper body submerged in the creek's icy water, the man frantically began motioning and screaming for help.

Fortunately, he was only 100 yards east of a highway overpass and could be seen from the structure if a passing motorist happened to look in his direction.

An area family crossing the overpass did happen to look in the man's direction some 30 minutes later and immediately called 9-1-1 after they spotted him submerged in the creek.

"If the trapped man had been any closer to the overpass, he would have been invisible to passing traffic and probably would have frozen in the creek that night," Beck said, adding that the temperature in the area was in the low 20s and that chunks of ice were present in the creek.

Several area rescue crews, including the two DPS Highway Patrol officers, were promptly dispatched to the scene after the 9-1-1 call was received.

Besides Beck and Smith, other responding rescuers included the Kayenta Volunteer Fire Department, a Kayenta ambulance crew, a fire and rescue crew from Utah, a couple of Arizona Department of Transportation (ADOT) employees, two workers from a nearby trading post, and two officers and a sergeant from other area law enforcement agencies, including the Navajo Tribal Police Department.

When rescuers started to arrive at the scene, just east of U.S. 160 about 10 miles west of Mexican Water, they quickly realized they were not going to be able to pull the man from the creek because it was as if he had been placed in wet concrete that had quickly "set."

"The suction and pressure produced by the quicksand was tremendous," Beck said. "Several people at the scene tried to pull him upwards with all of their strength and could not budge him."

Beck, a 16-year law enforcement veteran, said he was certain that even a strong, gradual pull from a rescue helicopter directly above would not have freed the man before seriously injuring him.

After realizing that the man could not be pulled from the creek, the rescuers on scene



decided that the area immediately around the man would likely have to be shoveled away before the victim could be removed.

Shovels were borrowed from a nearby trading post and the rescuers started digging around the man as fast as possible.

Surprisingly, the rescuers were able to stand relatively close to the man without sinking deep into the quicksand themselves. Each time rescuers brought a shovel of sand to the surface, though, additional water and a bit more sand would take its place near the trapped man.

Beck said the rescue had an extreme sense of urgency about it because everyone involved, especially the trapped man, was at risk of hypothermia.

"Many of the rescuers entered the freezing water with the man and were soaked to their thighs," Beck said.

Hypothermia was such a significant threat to the trapped man that the ambulance crew on the scene immediately administered warm IV fluids to help him avoid this dangerous condition.

Fortunately, the man was wearing a pair of chest waders that provided part of his body with protection from the frigid water.

During the digging process, an ADOT worker brought a heavy-duty front loader to the scene to assist with the digging, but it became stuck in the creek before it could ever be used.

As the rescuers continued to dig around the man by shovel, they realized for the first time that they were dealing with actual quicksand and not the native clay-and-mud mixtures typically found in area creeks.

Both Beck and DPS Patrolman Rusty Smith did a great deal of shoveling during the rescue and both said that each shovel they brought to the surface was filled with startling, dark brown sand.

"Every shovel I brought up was almost 100 percent sand with very little mud or wet clay mixed with it," Beck said. "The beauty of the sand was absolutely incredible to me and I would have never believed it unless I had seen it with my own eyes."

After the rescuers had been digging for a while, the trapped man began to complain that he could not feel his legs.

Eventually, after an hour of digging had

passed, the victim started to become incoherent as hypothermia began to set in. Smith, who has been a DPS officer for about a year, engaged the man in conversations in an attempt to keep him alert.

After more digging was accomplished and a small area of sand had been removed, rescuers gave the man a large log to hold so they could pull upwards on both sides of it in an attempt to finally free him. The extrication attempt failed, however, and the USGS employee would still not budge.

With the rescue becoming more tense and dangerous by the second, the rescuers continued to dig vigorously until they removed enough sand to expose the man's knees.

By the time they had uncovered his knees, the man had been in the wet sand and freezing water for about two-and-a-half hours. He was shaking uncontrollably and had become incoherent. He had also lost all energy and could no longer assist in his rescue.

Several rescuers were also suffering from the effects of the cold and no longer had feeling in their lower extremities. Beck and Smith were also losing command over their lower extremities.

With the victim apparently "crashing" quickly from hypothermia and the rescuers losing their strength, a last ditch effort was made to free the trapped man.

Thankfully, rescuers had removed enough sand during the previous hour to make the final rescue attempt a success. At 2:19 p.m., after being trapped for roughly 2 hours, 45 minutes, the man was successfully pulled from the quicksand.

Once freed, he was flown by helicopter to the San Juan Regional Medical Center in New Mexico where he was treated for hypothermia. He was released in good condition the next day.

Beck said the victim would probably not have survived the dramatic, frightening incident if he didn't have such a strong desire to live.

"Throughout the ordeal I could tell that this man wanted to live very, very badly," Beck said. "You could see it in his eyes. He fought the entire time and I believe his desire to live is what helped him through this."

Beck, who has been assigned to the Four Corners area since the early 1990s, regards the quicksand incident as one of the strangest, most incredible events he has ever witnessed.

"I have ridden horses through many of the washes and creeks in the Four Corners area over the past 10 years and I have never encountered anything remotely like the quicksand we dealt with during the rescue," Beck said.

ARIZONA DEPARTMENT OF PUBLIC SAFETY

DIGEST

P.O. Box 6638

Phoenix, AZ 85005

**PRESORTED
STANDARD
US POSTAGE PAID
PHOENIX, AZ
PERMIT NO 03948**

Down the Highways

March 1969

A woman calling from a pay phone in Wellton told officers she was thinking about committing suicide because she was tired of living.

Arizona Highway Patrol Sgt. Ron Hoffman rushed from Yuma to the scene and found the woman in her car.

He pleaded with her as she waved a gun around. She finally relinquished the weapon just as Patrolman Deston Coleman reached the car.

They were assisted by Patrolmen Ed Rebel of Gila Bend and Tom Jones of Dateland.

March 1974

An argument between a young couple on the Black Canyon Freeway March 1 ended in an apparent murder-suicide.

DPS Highway Patrol Officer Woody Evans said it appeared that the 25-year-old man shot his wife, 21, after their small car crashed into a restraining fence near Campbell Avenue.

Following the crash, Evans saw the man trying to back the auto away from a fence after pushing his wife, who had been shot in the chest, out the driver's door onto the edge of the freeway. When Evans responded, the man jumped out of the car with pistol in hand. After the man scaled the fence, Evans heard a shot and found the man with a fatal head wound.

March 1979

While talking to students at Tempe High School March 16, DPS Officer Marty Dangel came to the rescue of a student who was choking on a wad of gum.

Just as Dangel was finishing his presentation, he saw the girl fall over backward. Everyone but Dangel thought the student was "clowning around."

Dangel, while still conducting the presentation, managed to get close enough to the student where he could observe her without alarming other students. He saw that she was pale and apparently not breathing. While checking for an airway obstruction, Dangel found the wad of gum lodged in her throat.

Dangel used his fingers to pry the gum from the girl's throat.

March 1984

Seven DPS officers were treated and released from a Phoenix hospital for exposure to toxic fumes following a March 25 truck crash on the Maricopa Freeway.

Treated and released were Sgt. Dan Mitchell, Sgt. John Christie, Hazardous Materials Specialist Art Levario and Officers Dale Doucet, Dennis McMillen, Lynn Roberts and Ramon Figueroa. The incident occurred when the truck transporting hazardous chemicals lost its back-wheel assembly, flipped onto its side and burst into flames.

March 1989

Following the conclusion of its testing process, the Law Enforcement Merit System Council announced March 3 that Lts. Terry Tometich, Terry Connor and Jim McMorris had captured the top three positions on the promotional list for captain.

March 1994

While conducting inventory of a motorcycle involved in a single-vehicle crash on a Phoenix freeway March 13, DPS Officer Steve Enteman found \$12,000 in \$100 bills. Enteman also located and confiscated five grams of methamphetamine, a .380-caliber pistol, an FM phone tap and transmitter, a cellular phone, a shoulder holster, a security officer's badge and a wallet.

The motorcyclist was taken to Good Samaritan Hospital in Phoenix for treatment of his injuries.

A DPS civilian supervisor was fatally injured in Phoenix when hit by a car while walking on a North Phoenix sidewalk.

Dean E. Reed, 45, an inventory control supervisor at Fleet Management, died March 13 from injuries suffered in the car/pedestrian accident which occurred the afternoon of March 12.

According to the Duty Office, Mr. Reed was walking north along 35th Avenue, just north of Peoria Avenue, when struck from behind by a northbound 1971 Ford.